

HOSPITAL VISITATION GUIDELINES

TIPS FOR HOSPITAL VISITATION

Please...

- Call first to determine patient's availability for a visit.
- Knock before entering a room and depend on the Lord to direct your visit.
- Observe signs, notices, and precautions on patient's door. If possible, sit where you can maintain comfortable eye contact with the patient.
- Be cheerful, make pleasant conversation
- Shape the tone and substance of your conversation from cues offered by the patient.
- Listen attentively by giving the patient your undivided attention.
- Let patient know he/she can talk about sensitive subjects
- Excuse yourself when the doctor enters the room unless requested to stay.
- Share Scripture and ask patients if they have special needs as you prepare to pray.
- Inform the Pastoral Care Department of your visit if possible.

Please don't...

- Be insulted by patient's words/attitudes or register shock at a patient's appearance.
- Offer false optimism or participate in criticism about the doctor or the treatment.
- Touch the equipment or sit on the patient's bed.
- Tell the patient unpleasant news – including your own troubles.
- Whisper when talking to family members or medical staff.
- Break hospital rules or violate confidentiality issues.
- Awaken the patient unless a nurse gives approval. Help the patient get out of bed or give food or drink without a nurse's approval.
- Assume anything.